

Supplier Code of Conduct

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Scope of Application

The provisions of this Supplier Code of Conduct (the “Code”) set forth Qatar Airways Group (“Qatar Airways”) expectations, requirements, and principles for all Suppliers that are registered with Qatar Airways or with whom Qatar Airways does business.

Suppliers are expected to meet the minimum standards defined by this Code and fully comply with all applicable laws and regulations when conducting business with Qatar Airways.

Qatar Airways expects that these standards apply to Suppliers and their employees and their subcontractors. Suppliers shall communicate this Code to their employees and their subcontractors (where necessary, in the local language and in a manner that is understood by all).

For a Supplier to be registered as a Qatar Airways’ Supplier or to do business with Qatar Airways, the Supplier is required to read and acknowledge that this Code provides the minimum standards expected of Qatar Airways’ Suppliers.

In addition, Suppliers should note that certain provisions of this Code will be binding on the Supplier in the event the Supplier is awarded a Contract or Procurement Order by Qatar Airways pursuant to the terms and conditions of any such Contract or Procurement Order.

Failure to comply with certain provisions may also preclude Suppliers from being eligible for a Contract award, as reflected in the Solicitation Documents issued by Qatar Airways.

Qatar Airways will make its requirements for Supplier’s eligibility to participate in procurement opportunities available to all prospective Suppliers.

Supplier written acknowledgement of this Code is a prerequisite in every Qatar Airways Contract for supply. The standards of this Code are in addition to, and not in lieu of, provisions of any legal agreement or Contract between Suppliers and Qatar Airways.

Continuous Improvement

The provisions as outlined in this Code provide the minimum standards expected of Suppliers. Qatar Airways expects Suppliers to strive to exceed both international and industry best practices. Qatar Airways also expects that its Suppliers encourage and work with their suppliers and subcontractors to ensure that they also strive to meet the principles of this Code.

Qatar Airways recognises that reaching some of the standards established in this Code is a dynamic rather than static process and encourages Suppliers to continually improve their workplace conditions accordingly.

Management, Monitoring, and Evaluation

Qatar Airways expects that its Suppliers, at a minimum, have established clear goals toward meeting the standards set forth in this Code. Qatar Airways expects that its Suppliers will develop and maintain appropriate

management systems related to the content of this Code, and that they actively review, monitor, and modify their management processes and business operations to ensure they align with the principles set forth in this Code. Qatar Airways may conduct on-site evaluations and inspections of its Supplier’s facilities and those of their subcontractors to review their progress towards these principles.

Labour

Freely Chosen Employment

Suppliers must not engage in or support any form of slavery, forced or compulsory, bonded, prison, indentured labour, or human trafficking of involuntary labour through threat, force, fraudulent claims, or coercion. Suppliers must also not permit their subcontractors to engage in these practices. Suppliers shall fully comply with the requirements of applicable slavery, forced labour, and human trafficking laws of the country or countries where the performance, in whole or in part, of a Contract takes place.

Child Labour

Suppliers shall, as a minimum, not engage in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child of the International Labour Organisation and such other requirements as may be recognised under the national laws of the country or countries where the performance, in whole or in part, of a Contract takes place.

Discrimination

Suppliers shall ensure equality of opportunity and treatment in respect of employment and occupation without discrimination as may be recognised under the national laws of the country or countries where the performance, in whole or in part, of a Contract takes place.

Wages, Working Hours, and Other Conditions of Work

Suppliers shall comply with all applicable working hour requirements as established by local laws. Suppliers shall comply with local laws and regulations pertaining to minimum wages, overtime wages, and other elements of compensation and to provide legally mandated benefits.

Human Rights

Human Rights

Qatar Airways expects its Suppliers to support and respect the protection of internationally proclaimed human rights and to ensure that they are not complicit in human rights abuses.

Harassment, Harsh, or Inhumane Treatment

Qatar Airways expects its Suppliers to create and maintain an environment that treats all employees with dignity and respect and will not use any threats of

violence, sexual exploitation or abuse, verbal or psychological harassment or abuse.

Health and Safety

Suppliers shall ensure, so far as is reasonably practicable, that: (a) the workplaces, machinery, equipment, and processes under their control are safe and without risk to health; (b) the chemical, physical, and biological substances and agents under their control are without risk to health when the appropriate measures of protection are taken; and (c) where necessary, adequate protective clothing and protective equipment are provided to prevent, so far as is reasonably practicable, risk of accidents or of adverse effects to health.

Mines

Suppliers shall not engage in the sale or manufacture of anti-personnel mines or components utilised in the production of anti-personnel mines.

Conflict Minerals

Suppliers who supply products that include minerals sourced from conflict-affected and high-risk areas must ensure that the sourcing of these minerals does not directly or indirectly finance or benefit armed groups or contribute to serious human rights abuses in Conflict-Affected and High-Risk Areas (as defined in the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas). Suppliers must exercise due diligence on the source and chain of custody of these minerals.

Environmental Sustainability

Environment

Suppliers shall have an effective environmental policy and to comply with existing legislation and regulations regarding the protection of the environment. Suppliers should wherever possible support a precautionary approach to environmental matters, undertake initiatives to promote greater environmental responsibility and encourage the diffusion of environmentally friendly technologies implementing sound life-cycle practices.

Chemical and Hazardous Materials

Chemical and other materials posing a hazard if released to the environment shall be identified and managed to ensure their safe handling, movement, storage, recycling, or reuse and disposal.

Wastewater and Solid Waste

Wastewater and solid waste generated from operations, industrial processes, and sanitation facilities shall be monitored, controlled, and treated as required prior to discharge or disposal.

Air Emissions

Air emissions of volatile organic chemicals, aerosols, corrosives, particulates, ozone depleting chemicals, and combustion by-products generated from operations

shall be characterised, monitored, controlled, and treated as required prior to discharge or disposal.

Minimise Waste, Maximise Recycling

Waste of all types, including water and energy, are to be reduced or eliminated at the source or by practices such as modifying production, maintenance and facility processes, materials substitution, conservation, recycling, and re-using materials.

Ethical Conduct

Bribery and Corruption

Suppliers shall adhere to the highest standards of integrity, moral, and ethical conduct, to respect local laws, and must not engage in any form of corrupt practices, including but not limited to extortion, fraud, bribery, and collusion.

Suppliers shall be required to declare that they have in place documented anti-bribery and anti-corruption policies and code of conduct and associated compliance programmes that shall be maintained for the duration of the Contract.

Conflict of Interest

Suppliers shall disclose to Qatar Airways any situation that may appear as a conflict of interest, and disclose to Qatar Airways if any Qatar Airways employee who is involved in procurement or administering a Contract may have an interest or benefit of any kind in the Supplier's business or any kind of economic ties with the Supplier.

A Supplier shall not accept contracts which would constitute a conflict of interest with any prior or current contract and shall disclose to all concerned parties the conflicts of interest that cannot be reasonably avoided.

Gifts and Hospitality

Qatar Airways has a "zero tolerance" policy and does not accept any type of gifts or any offer of hospitality made to employees who are involved in procurement, contracting, or disposals. Qatar Airways employees involved in procurement, contracting, or disposal will not accept any form of gifts or hospitality including invitations to sporting or cultural events, offers of holidays or other recreational trips, transportation, or invitations to lunches or dinners from Suppliers or prospective Suppliers.

Suppliers shall not offer any gifts, hospitality, rebates, or benefits such as free goods or services, employment, or sales opportunity to a Qatar Airways' employee in order to facilitate the Suppliers' or any other person's business with Qatar Airways.

Post-Employment Restrictions

Post-employment restrictions may apply to Qatar Airways employees involved or participated in the procurement process, if such employee had prior professional dealings with Suppliers. Qatar Airways Suppliers are expected to refrain from offering employment to any such employee following separation

from service as set forth in the Contract with the Supplier.

Unethical Practices

Suppliers shall not (directly or indirectly) contact, unduly influence, or exert pressure on any member of a Qatar Airways' committee or any other employee of Qatar Airways to take a particular action which favours or tends to favour the Supplier, their employees, parent, subsidiary, or affiliated entities, subcontractors, or any other person. Suppliers shall not act inappropriately by attempting to interfere with the procurement process.

Suppliers shall not engage in acts aimed at encouraging patronage, tribalism, cronyism, and nepotism.

Information and Data Security

Suppliers shall comply with Qatar Airways' requirements relating to personal information, confidentiality, security, data privacy, and intellectual property protection. Suppliers shall ensure appropriate controls are in place to protect Qatar Airways' brand and intellectual property against unauthorised use and damage.

Any information used in the business relationship with Qatar Airways that is non-public and proprietary must be protected against loss and infringement. Any disclosure or use of such information must only be for the purposes authorised by the contractual agreement.

In case of sub-contracting, sharing of confidential information must be made with the prior consent of Qatar Airways.

Qatar Airways Suppliers shall have privacy and security programmes in place to ensure the protection of personal data and information of everyone they conduct business with. Suppliers shall also comply with all privacy and security laws and regulatory requirements regarding the collection, storage, process, and transmission of personal data and information, such as

the General Data Protection Regulations and similar regulations.

Business Continuity

Suppliers should identify and assess potential emergency situations and develop appropriate risk management controls, business continuity, and emergency response plans to minimise harm and damage to property. This must be available on request by Qatar Airways.

Sanctions

This Code is incorporated by reference into the Contract with the Supplier and is legally binding. Breach of any mandatory requirements set forth in this Code may result in actions being invoked against the Supplier in accordance with the terms of the Contract with the Supplier.

This Code does not create any binding obligations on Qatar Airways.

Reporting Violations

Any non-compliance or breach of this Code could prevent Qatar Airways from achieving its overall corporate vision, mission, and objectives and could result in damage to Qatar Airways' reputation and brand. Coming forward with genuine concerns to report, in good faith, any non-compliance or breach of the Code can improve Qatar Airways worth and value. Any person may report any instance of actual or suspected violation of this Code to the Qatar Airways' whistle-blower committee email at whistleblower@qatarairways.com.qa. All reports are taken seriously and will be handled in a confidential manner with disclosure limited to conduct a full investigation of the alleged violation.

We encourage our Suppliers to communicate to us any actions taken to improve their business practices and to send us suggestions about how we can best contribute to the implementation of the principles set out in this Code.